

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**NORMAL COMPLAINT**

Illinois Commerce Commission  
527 East Capitol Avenue

Springfield, Illinois 62794-9280

**ORIGINAL**

ILLINOIS  
COMMERCE COMMISSION

APR 19 1 01 PM '02

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case

02-0273

Regarding a complaint

By E. JEROME MALBY

(Person making the complaint)

against PEOPLES ENERGY

as to LACK OF SERVICES 7455 SOUTH MERRILL

REQUEST FOR AUDIT AND INVESTIGATION

In CHICAGO (Reason for complaint)

Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 4346 NORTH CLARENDON AVENUE, GARDEN SUITE, CHICAGO, IL 60613-  
1576

The service address that I am complaining about is 7455 SO MERRILL, CHICAGO, IL

My home telephone number is 773 935-4425

Between 8:30 am. and 5:00 p.m. weekdays I can be reached at 773 935-4425

PEOPLES ENERGY (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)

the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint

220 ILCS 5/8-101 DUTIES OF PUBLIC UTILITIES

220 ILCS 5/8-302 READING OF METERS

220 ILCS 5/8-401 DUTY of PUBLIC UTILITY

220 ILCS 5/8-102 AUDIT/INVESTIGATION

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about ☒ Yes ☐ No  
this complaint?

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. No billing received for subject property after 8 months of requests. EJM writes ICC 5/01/01. PE responds 5/18/01 assigning blame on EJM for alleged missed appointments. Billing was initiated by PE on 5/18/01.
2. November 2001, PE calls EJM stating that they had made an error in both identifying the right meter and subsequent billings. Letter further states problems in their 'Pending Application' Dept. (contradicts PE 5/18/01 letter.)
3. From Dec through April EJM requests appointment to meet at bldg to resolve multiple meter, multiple address problem. No reply received.
4. 2/15/02 EJM sends urgent certified letter to President of PE with \$5000 check asking to resolve problem. Check cashed and applied to the wrong account. No reply received from letter.
5. 4/3/02 Attorney for EJM contacts attorney for PE, requesting research into the matter to resolve problem. Request denied.
6. On 4/12/02 Shut off Notice posted on building with an incorrect amount listed.
7. There is a 4/25/02 appointment to resolve problem. Gas Shut off scheduled for 4/20/02

Please clarify state what you want the Commission to do in this case.

EJM requests that the Commission forbid the shut off of gas on 4/20/02. Pursuant to 220 ILCS 5/8-102, due to the many irregularities in both the service and billing, EJM requests that the Commission audits and investigates the handling of this account and participates in ascertaining an accurate billing of the services for this account as well as the resulting payment arrangements to be made after such resolution.

Date: 4/17/02  
(Month, day, and year)

Complainant's signature E Jerome Malry

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

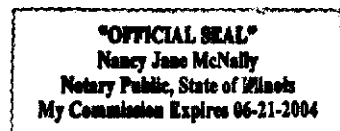
You need to file the original and three copies of this form, with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents)

#### VERIFICATION

A notary public must watch you fill out this part of the form..

I E JEROME MALRY first being duly sworn, say that I have read the above petition and know what it says. The content of this petition are true to the best of my knowledge

E Jerome Malry  
(Signature)



Subscribed and sworn/affirmed to before me this 17 day of April, 2002.

Notary Public Illinois  
NOTE:

Nancy Jane McNally

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.